

## Message Text

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ACTION EUR-12

INFO OCT-01 ISO-00 SCA-01 HEW-06 SS-15 SP-02 MMO-04 PER-03

ABF-01 NSC-05 OMB-01 SCSE-00 /051 W

----- 013923

R 141435Z APR 76

FM AMCONSUL ZAGREB

TO SECSTATE WASHDC 3691

INFO AMEMBASSY ATHENS

AMEMBASSY BELGRADE

UNCLAS ZAGREB 284

E.O. 11652: N/A

TAGS: AFSP, CFED

SUBJECT: LOCAL STAFFING COMPLEMENT

REF: A. ZAGREB 867

B. STATE 260883

1. POST IS EXPERIENCING SERIOUS PROBLEMS IN COPING WITH INCREASED FEDERAL BENEFITS WORKLOAD DUE TO THE INITIATION OF CLAIMS TAKING ON NOVEMBER 1, 1975. ACCORDING TO SSA ATTACHE BOWLING, OUR MONTHLY REPORTS REFLECT A HEAVIER WORKLOAD THAN EMBASSY BELGRADE, LESS CHECK HANDLING. OUR ONE FSL ASSIGNED TO FEDERAL BENEFITS IS NOW FOUR MONTHS BEHIND IN FILING TRANSMITTALS, UPDATING SSA MANUALS AND THREE WEEKS BEHIND IN CORRESPONDENCE. SHE HAS TIME ONLY TO HANDLE INCREASED CLAIMS REQUESTS TO INSURE THEY ARE PROCESSED QUICKLY AND EFFICIENTLY.

2. WE MUST ALSO POINT OUT THAT FSL IS PROGRAM EMPLOYEE WHO SUBSTITUTES FOR AND ASSISTS AS NECESSARY OUR PROTECTION AND WELFARE FSL ASSISTANT. DURING THE VISIT TO SSA ATTACHE BOWLING LAST MONTH, HE THOUGHT THE SITUATION WAS BECOMING INTOLERABLE AND THAT ADDITIONAL FSL EMPLOYEE NOW FULLY JUSTIFIED TO HANDLE EXPANDED WORKLOAD. AS COOPERATIVE STOPGAP MEASURE TO REDUCE BACKLOG, ONE CONSULAR OFFICER AND FSL FROM EMBASSY BELGRADE PLAN TO TDY IN ZAGREB FOR ABOUT ONE WEEK. THIS WILL PROVIDE URGENTLY NEEDED TEMPORARY RELIEF.

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3. UNLESS IMMEDIATE HELP IS FORTHCOMING, WE MAY HAVE TO CURTAIL FEDERAL BENEFITS ACTIVITIES IN ORDER TO PROVIDE FULL PROTECTIVE SERVICES FOR AMERICAN CITIZENS DURING THE NORMALLY BUSY SUMMER MONTHS. OUR REQUEST FOR AN ADDITIONAL FSL FOR FEDERAL BENEFITS WORK, CONTAINED IN ZAGREB FY76 CONSULAR PACKET, WAS DENIED. OUR SECOND REQUEST WAS DEFERRED (REFTEL A&B).

4. WE WISH TO POINT OUT THAT INCUMBENT FSL WHO HAS BEEN CHARACTERIZED BY PAST AND PRESENT SSA ATTACHES AS ONE OF THE BEST IN EUROPE IS FEELING THE STRAIN OF COPING WITH THE PRESSURE OF THE HEAVY UNREMITTING WORKLOAD. SHE IS A PARTICULARLY DEDICATED AND CONSCIENTIOUS EMPLOYEE. WE ARE UNABLE TO PROVIDE OTHERS AT THE POST AS WE ARE AUSTERELY MANNED. FURTHERMORE, SPECIAL TRAINING IS REQUIRED TO HANDLE THIS PARTICULAR TYPE OF WORK.

5. WE WOULD APPRECIATE THE DEPARTMENT'S SYMPATHETIC CONSIDERATION AND FAVORABLE RESPONSE TO OUR REITERATED REQUEST FOR A NEW FSL POSITION. WE HOPE THAT SCA AND SSA HAVE SUCCEEDED IN REACHING AGREEMENT ON MEETING OUR NEED. KAISER

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## Message Attributes

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**Current Classification:** UNCLASSIFIED  
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